
IT Plan – Agency Submitted

630 NDSU EXTENSION SERVICE

Version: 2007-B-01-00630

Project: Infrastructure

Date: 10/13/2006

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Agency IT Overview

Information technology (IT) is essential for NDSU Agriculture and University Extension to carry out its mission of developing and disseminating information. The entities in NDSU Agriculture and University Extension's budgets are:

- * N.D. Agricultural Experiment Station (Main NDSU Campus Station)
- * NDSU Extension Service
- * AES component of Research Extension Centers
- * Agronomy Seed Farm.

Though these entities have separate budgets, the faculty and staff are integrated and cooperate closely on work. That's why the overview and goals and objectives are coordinated and appropriate for all. Most of the faculty and staff are on the NDSU campus in Fargo, but some are at the eight Research Extension Centers (RECs), 53 county Extension offices and several area Extension offices. The College of Agriculture, Food Systems, and Natural Resources is also part of NDSU Agriculture, but the academic programs' IT plans are not included with this report since they're in the NDSU plan. Funding for Ag's academic programs is through NDSU, while funding for these entities is separate.

IT makes it possible for NDSU Agriculture and University Extension faculty and staff to communicate with the citizens they serve and with colleagues around the world. This can be done through e-mail, Web pages, video conferencing, video or audio streaming, CDs/DVDs and a variety of other media. Technology makes it possible for NDSU Agriculture and University Extension to support economic development by collecting and analyzing data; storing, retrieving and disseminating information; and developing and presenting educational programs.

IT is more than hardware, software and connectivity. Faculty and staff must be trained and provided support to use the technologies to fully utilize the capabilities.

NDSU Agriculture and University Extension will continue to collaborate closely with other entities as technologies develop – the N.D. Information Technology Department (ITD), NDSU Information Technology Services (ITS), county government and others.

Campus faculty and staff are served by NDSU's IT infrastructure. Most county Extension offices are in county courthouses where the high-speed access costs are shared or covered. However, Research Extension Centers have a monthly access fee to the state network.

Agency IT Plan Contact Data

Becky Koch
NDSU Extension Service
Director, Agriculture Communication

Agency Technology Goals And Objectives

- Provide NDSU Agriculture and University Extension faculty and staff with the hardware, software and training necessary to use IT effectively and efficiently
- * Have all units budget for purchase of new equipment to meet rising technical demands

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- * Develop a plan for IT replacement
- * Encourage faculty and staff to conform to the hardware and software baselines
- * Have Ag Communication staff, NDSU Information Technology Services staff and others teach Ag faculty and staff on technology issues
- * Facilitate faculty use of technology to complement and enhance established methods for disseminating information, such as CDs and DVDs
- * Facilitate automatic or scheduled backup of servers
- * Provide remote support of computers as much as possible
- * Study hardened laptops for outdoor field use

- ▶ Have faculty and staff utilize videoconferencing
- * Utilize videoconferencing to increase contacts and interaction with clients
- * Continue saving time and travel dollars by having some internal meetings and inservice trainings via videoconference
- * Use videoconferencing for training on immediate issues for staff to share with clientele
- * Use videoconferencing for interacting with small groups of clientele
- * Document time and travel funds saved when videoconferencing can be used instead of a face-to-face meeting or program
- * Collaborate with the N.D. Interactive Video Network on scheduling, programming, policies and other issues
- * Streamline procedures for scheduling videoconferences, especially out-of-state connections
- * Improve the Ag Consortium videoconferencing Web page

- ▶ Establish learning centers across the state
- * Enhance learning centers at NDSU's off-campus offices
- * Secure dollars to fund administrative support at learning centers for assessing community needs, recruiting and enrolling students, and providing student support
- * Collaborate with NDSU, NDUS and other organizations to bring educational programming to the learning centers
- * Support online and videoconference learning opportunities

- ▶ Continue to take part in the national eXtension program
- * Encourage NDSU faculty and staff to become active in Communities of Practice
- * Market eXtension as an information resource
- * Align revisions in NDSU Agriculture's use of electronic dissemination with eXtension strategies

- ▶ Improve look, feel and searchability of NDSU Ag Web pages
- * Develop a more consistent, graphically pleasing design for home pages
- * Implement headers and footers on Ag pages that consistently identify NDSU Agriculture and provide functions
- * Increase Web hits by at least 10 percent in the biennium
- * Utilize video and audio Web streaming when appropriate to reach a variety of learners
- * Develop more online organizational reporting, such as the Quarterly Program Reports
- * Explore utilizing a content management system for Web pages
- * Check Web pages for accessibility
- * Confirm searchability of departmental servers from home pages
- * Market NDSU Ag Web pages

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► Develop distance and continuing education non-credit classes

- * Develop online and other distance-delivered classes to most effectively teach targeted informal educational topics, such as Master Gardener and pesticide training
- * Gain access to an online learning system such as WebEx, Centra or Breeze with audio capability for training

► Develop e-commerce for NDSU Ag

- * Develop the capability to securely accept credit card payments online

► Move all Ag faculty and staff to NDSU e-mail

- * By the end of the biennium, do away with the @ndsuent.nodak.edu e-mail and have all Ag faculty and staff on ¶ FHYPERLINK "mailto:firstname.lastname@ndsu.edu" firstname.lastname@ndsu.edu e-mail

► Explore telephone and phone replacement options

- * Study voice over IP possibilities
- * Study a 1-800 number that goes to a certain office based on what prefix the call is coming from

► Expand IT in general research

- * Study and share digital image analysis and wireless monitoring

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1. If applicable, describe the reason for any extraordinary increase or decrease in your infrastructure costs.

2. Total number of desktop computers: 265
Number of desktops for which you are requesting replacement funding: 55
Average replacement cost/desktop: 1,450

3. Total number of laptop computers: 230
Number of laptops for which you are requesting replacement funding: 64
Average replacement cost/laptop: 1,960

What state planning region are these desktop/laptop computers located?

Region 1 17 2 42 3 28 4 46 5 230 6 40 7 67 8 24

4. What percentage of these pcs are running the following operating systems:

(total should be equal to 100%)

Windows 98 15 %
Windows NT 0 %
Windows 2000 2 %
Windows XP 81 %
Other 2 %

5. What additional expenditures are being paid out of non-appropriated funds? 0

Please explain:

Agency Technology Activities

NDSU Agriculture and University Extension entities require quality IT infrastructure to carry out their research and Extension activities.

Individual computers are expected to meet the hardware baseline, which is posted at <http://www.ag.ndsu.nodak.edu/policy/it/hardware.htm>. Computers are to be replaced based on this hardware baseline rather than on a set number of years of age. Computers that do not meet the minimum baseline are to be replaced if it is not technically or economically feasible to repair

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or
enhance the unit.

This hardware baseline, and a similar baseline for software, is developed by the Ag Information Technology Advisory Group in conjunction with the NDSU Information Technology Services/Ag Communication Computer Services technicians.

When hardware is no longer used, it is delivered to NDSU Information Technology Services to be scrubbed of software before being sent to a contractor for recycling.

When immediate maintenance is needed, staff now call the NDSU ITS help desk.
Most repair work for off-campus offices is completed remotely.

When computers are set up, McAfee anti-virus software and Windows Update are set to run automatically. In addition, ITS/ACCS technicians regularly provide in-person training at staff conferences and consult with staff on maintenance topics.

In October 2005, the four Ag Communication computer technicians (three positions currently filled) were merged with the ITS desktop support and help desk units. Bugs are still being worked out on processes, but the goal is to have more efficient service to Ag and University Extension offices.

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		CURRENT APPROPRIATION	BUDGET REQUEST	OPTIONAL ADJUSTMENTS	REQUEST PLUS OPTIONALS	SUBSEQUENT BIENNIUM
IT5110	SALARIES - PERMANENT	\$0	\$425,250	\$0	\$425,250	\$0
IT5160	FRINGE BENEFITS	\$0	\$153,124	\$0	\$153,124	\$0
IT5310	IT SOFTWARE AND SUPPLIES	\$94,700	\$94,700	\$0	\$94,700	\$94,700
IT5510	IT EQUIPMENT UNDER \$5000	\$221,000	\$221,000	\$0	\$221,000	\$221,000
IT6020	IT COMMUNICATIONS	\$203,100	\$203,100	\$32,802	\$235,902	\$203,100
	Total Budget:	\$518,800	\$1,097,174	\$32,802	\$1,129,976	\$518,800
001	STATE GENERAL FUND	\$350,000	\$467,750	\$32,802	\$500,552	\$350,000
357	EXTENSION DIVISION FUND 357	\$168,800	\$506,422	\$0	\$506,422	\$168,800
Z630	USDA/CREES SMITH LEVER	\$0	\$123,002	\$0	\$123,002	\$0
	Total Funding:	\$518,800	\$1,097,174	\$32,802	\$1,129,976	\$518,800